



01/06/05

JFW  
ATFIN THE UNITED STATES PATENT AND TRADEMARK OFFICE  
Re: Appeal to the Board of Patent Appeals and Interferences

In re: Application of: JOCHEN KAPPEL et al.

Group Art Unit: 3627

Serial No.: 09/819,446

Examiner: L. Jasmin

Filed: March 28, 2001

Our Customer ID: 22827

For: CUSTOMER CARE AND BILLING SYSTEM

Our Account No.: 04-1403

Sir:

Attorney Ref.: SSM-9

1. ☒ **NOTICE OF APPEAL:** Pursuant to 37 CFR 41.31, Applicant hereby appeals to the Board of Appeals from the decision dated 10/05/04 of the Examiner twice/finally rejecting claims 1-20.
2. ☐ **BRIEF** on appeal in this application pursuant to 37 CFR 41.37 is transmitted herewith (1 copy)
3. ☐ An **ORAL HEARING** is respectfully requested under 37 CFR 41.47 (due within one month after Examiner's Answer).
4. ☐ Reply Brief under 37 CFR 41.41(b) is transmitted herewith (1 copy).
5. ☐ "Small entity" verified statement filed: ☐ herewith ☐ previously.
6. **FEE CALCULATION:**

If box 1 above is X'd enter \$500.00  
If box 2 above is X'd enter \$500.00  
If box 3 above is X'd enter \$1,000.00  
If box 4 above is X'd enter -0- (no fee)

	Fees
	\$ 500.00
	\$
	\$
	\$
	\$

Petition is hereby made to extend the original due date of January 5, 2005 to cover the date of this paper and any enclosure for which the requisite fee is (1 month \$120); (2 months \$450); (3 months \$1,020); (4 months \$1,590), (5 months \$2,160)

Less any previous extension fee paid since above original due date.

Subtotal \$ 500.00

Subtotal - \$ 500.00

If "small entity" box 5 above is X'd, enter one-half (1/2 of subtotal and subtract)

TOTAL FEE \$ 500.00

- ☒ Fee enclosed.
- ☐ Charge fee to our Deposit Account/Order Nos. in the heading hereof (for which purpose one additional copy of this sheet is attached)
- ☐ Fee NOT required since paid in prior appeal in which the Board of Appeals did not render a decision on the merits.

The Commissioner is hereby authorized to charge any fee specifically authorized hereafter, or any fees in addition to the fee(s) filed, or asserted to be filed, or which should have been filed herewith or concerning any paper filed hereafter, and which may be required under Rules 16-18 (deficiency only) now or hereafter relative to this application and the resulting official document under Rule 20, or credit any overpayment, to our Account No. show in the heading hereof for which purpose a duplicate copy of this sheet is attached. This statement does not authorize charge of the issue fee in this case.

## ADDRESS:

DORITY &amp; MANNING, ATTORNEYS AT LAW, P.A.

Post Office Box 1449  
Greenville, SC 29602 USA  
Customer ID No.: 22827  
Telephone: 864-271-1592  
Facsimile: 864-233-7342

By: RICHARD M. MOOSE Reg. No.: 31,226  
Signature: [Signature]  
Date: January 5, 2005

"Express Mail" - Mailing Label Number EV599454096US

Date of Deposit January 5, 2005

I hereby certify that this paper, papers attached hereto, and/or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450

CHRISTINE P. STANFIELD

(Typed or printed name of person mailing paper or fee)

01/07/2005 MAHMD1 00000002 09819446

01 FC:1401

500.00 OP

[Signature]  
(Signature of person mailing paper or fee)

WELLINGTON M. MANNING, JR.  
JULIAN W. DORITY  
JAMES M. BAGARAZZI  
RICHARD M. MOOSE  
STEPHEN E. BONDURA  
TIMOTHY A. CASSIDY  
JEFFREY M. KARMILOVICH  
TIM F. WILLIAMS  
TIMOTHY D. ST. CLAIR  
JASON W. JOHNSTON  
NEAL P. PIEROTTI  
BERNARD S. KLOSOWSKI, JR.  
STEVEN R. LE BLANC  
DAVID M. SIGMON  
TARA E. AGNEW  
NEIL M. BATAVIA  
CHRISTINA MANGELSEN\*  
HARRY E. MOOSE, JR.\*  
JENNIFER L. ULSH\*

\*PATENT AGENT



**DORITY & MANNING**  
ATTORNEYS AT LAW, P.A.

ONE LIBERTY SQUARE  
55 BEATTIE PLACE, SUITE 1600  
GREENVILLE, SC 29601 USA

TELEPHONE (864) 271-1592  
FACSIMILE (864) 233-7342  
www.dority-manning.com

PATENTS, TRADEMARKS,  
COPYRIGHTS & RELATED LITIGATION

MAILING ADDRESS  
P.O. BOX 1449  
GREENVILLE, SC 29602 USA

**EXPRESS MAIL CERTIFICATE OF MAILING**

In re Application of: JOCHEN KAPPEL et al.  
Entitled: CUSTOMER CARE AND BILLING SYSTEM  
USSN: 09/819,446  
Filed: March 28, 2001  
Attorney Docket No.: SSM-9  
Customer ID No.: 22827

"Express Mail" – Mailing Label Number: EV599454096US

Date of Deposit: January 5, 2005

I hereby certify that this paper and all attachments and any fee are being deposited with the U.S. Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to the:

Commissioner for Patents  
Post Office Box 1450  
Alexandria, VA 22313-1450

CHRISTINE P. STANFIELD

(Typed or printed name of person mailing paper or fee)

Christine P. Stanfield  
(Signature of person mailing paper or fee)